



CISCO POLICY

POLICY REGARDING THE REMOVAL OF DATA ON CISCO EQUIPMENT

INTRODUCTION

This policy is intended to (a) inform customers about Cisco's general practices for handling products as a part of Cisco's return, repair and disposal processes, and (b) provide information to customers for removing Data (as defined below) from Cisco products before customers dispose of such products or return them to Cisco.

DEFINITION

"Data" as used in this policy means any data, facts or other information generated or collected by a customer, including but not limited to information that enables identification of an individual, such as a name, email address, title, occupation, industry, telephone number, employer, a home, postal or other physical address, other contact information, birth date or gender. "Data" can also include financial or other information relating to an identified or identifiable individual by direct or indirect means, including a social security number, drivers license number, credit card number, account number, password and similar information, and any data identifying racial or ethnic origin, religious, philosophical or other beliefs, political opinions, membership of parties, trade-unions, associations or organizations of a religious, philosophical, political or trade-union character, records of criminal offenses, and health conditions and sexual behaviors.

CISCO PROCEDURES IN HANDLING RETURNED AND SCRAP EQUIPMENT

It is the customer's responsibility to remove Data from products before such products are returned to Cisco. However, after a customer has returned a product to Cisco, Cisco typically takes the following general measures, as part of Cisco's internal repair and disposal processes for such products:

- Memory

For Cisco products with memory, Cisco will clear and reset the memory.

- IOS and Configuration

For Cisco products with an IOS (product operating system) and configuration, Cisco will (a) erase the current IOS and download a new IOS to the product, and (b) erase the customer IOS configuration and password.

- Disk Drives

For Cisco products with disk drives, Cisco will format the hard drives or erase previous Data on some product models.

- Products Damaged Beyond Repair

For Cisco products deemed damaged beyond repair, Cisco will physically shred products or use other methods that render such products unusable for their intended purpose.

- Storage of Products Pending Processing

Before Cisco products are processed as set forth above, Cisco will hold such products in a locked warehouse or other storage facility.

- Handling of Certain Government Equipment

In light of United States federal requirements and other applicable rules, under certain circumstances Cisco may not require certain government agencies to (a) return to Cisco any equipment that may contain sensitive or confidential government information, or (b) provide to Cisco evidence of destruction of such equipment.

RECOMMENDATIONS FOR CUSTOMER REMOVAL OF DATA

Below are Cisco's general recommendations that customers should follow when removing Data from equipment before disposal or return to Cisco.

- Memory

For Cisco products with memory, Customers should clear and reset the memory.

Powering off the product clears most memory (except flash, NVRAM memory) on many products.

- IOS and Configuration

For Cisco products with an IOS (product operating system) and configuration, Customers should clear and reset the memory (including any flash memory).

An example of a command that might be used to clear flash memory is the IOS "format flash:" or the "erase flash:" command located at:

http://www.cisco.com/univercd/cc/td/doc/product/software/ios124/124tcr/tcf_r/cf_03ht.htm#wp1036288 (format) and http://www.cisco.com/univercd/cc/td/doc/product/software/ios124/124tcr/tcf_r/cf_02ht.htm#wp1035914 (erase)

An example of a command that might be used to clear NVRAM memory is the IOS "erase /all nvram:" command located at: http://www.cisco.com/univercd/cc/td/doc/product/software/ios124/124tcr/tcf_r/cf_02ht.htm#wp1035914

- Disk Drives

For Cisco products with disk drives, Customers should remove Data. Specific commands regarding removal of Data from disk drives will vary from product to product.

An example of the "offline" command for the NM-CUE product is located at:

http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products_administration_guide_chapter09186a00803ef720.html#wp1058257

- When Products Cannot Execute Commands

In cases where Cisco products cannot execute commands, Customers may use alternative methods common in the industry (such as degaussing) or may engage third party data erasure services to assist in the removal of Data from products.

The specific commands set forth above are examples only, and do not apply to and are not effective for all Cisco equipment. For other commands that apply to Cisco products, Customers may refer to the applicable product guides and literature, the IOS Command Lookup Tool at <http://www.cisco.com/cgi-bin/Support/Cmdlookup/home.pl>, or other references at <http://www.cisco.com>.

This policy is intended to support and be consistent with other relevant Cisco policies, including Cisco's Third Party Repair Sources: Cisco Warranty and Service Support Implications located at

http://www.cisco.com/application/pdf/en/us/guest/products/products/c1243/cdcont_0900aecd801b44cd.pdf, Cisco's Return Material

Authorization instructions located at

http://www.cisco.com/en/US/products/hw/routers/ps359/prod_troubleshooting_guide09186a00801c62e8.html, and Cisco's Privacy Statement and other privacy and data protection policies located at <http://www.cisco.com>. The information set forth in this policy is provided "as is" and is not any warranty or guarantee of any kind.



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